

Quarterly Factoring Newsletter

Committed to Continuous Improvement

Following the recent customer satisfaction survey carried out the highest satisfaction levels were

87% of customers are satisfied with the overall factoring service

92% of customers believe we are very or fairly good at keeping you informed about our services and decisions

92% are very or fairly satisfied that their building is well maintained

87% are satisfied with our overall management of the neighbourhood

86% are satisfied with the opportunities we offer to participate in the decision making process



Partick Works Limited would like to thank everyone who took part in our recent Customer Satisfaction Survey. We're committed to sustaining and, where possible, improving the services that have been recognised as being good and focusing on improvements on the services where the satisfaction levels are lower. We'll consider all the comments returned, prioritise areas for improvement and keep you updated on how and when we'll implement improvements. Where we're unable to change our approach, we'll explain to you why not.

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Essential Contact Information

Have you changed your contact details recently? Please help us to keep in touch by advising us of your most up to date telephone no's/email addresses/security question



Direct Debit review

We are carrying out our six monthly review for customers who pay by direct debit.

If you have a debit balance on your account we'll either increase your direct debit or accept a one off payment of the outstanding debt on your account.

For customers who pay on the 28th of the month this will be increased on 28th April 2016.

For customers who pay on the 1st of the month 1st of the month this will be increased on 1st May 2016.

If your payment is to be increased/decreased, we will notify you by letter, 4 weeks in advance.

Customers who pay by direct debit should always aim to have a credit balance on their account in anticipation of receiving their quarterly factoring invoices.



Factoring Payments

Customers are asked to ensure they include their unique reference number on all payments. This can be found on the giro slip part of your invoice.

Common Issues

We are aware of some issues regarding dog fouling and the disposal of domestic refuse within common areas.

Customers are asked to note that if they have a dog then we would expect the owner responsible for the animal to remove any mess immediately.

Bin bags should not be left around the back court/bin area as this poses a health and safety risk. All refuse bags must be tied securely and placed directly in to the bins provided. Please note that Glasgow City Council Cleansing Department will not remove domestic refuse which has been left in the common areas.

Thank you for your co-operation in these matters.

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My Glasgow App

We are aware how frustrating the issues around bins and fly tipping are for everyone and understand that it is not always residents leaving goods on the streets.

We would like to urge all concerned to download the **My Glasgow App** on to your mobile phone if you have this facility available.



My Glasgow App is a mobile phone app that makes it easy for you to report issues to Glasgow City Council. All you are required to do is upload a photo, video or any information you'd like to report. It's easy to use and once your report is added it is routed to Glasgow City Council for processing and allocated to the relevant team.

ISSUES

- Missed bin collection
- Illegal fly posting
- Graffiti
- Illegal dumping of waste



YOU CAN YOU REPORT?

- Broken parking meter
- A broken street light
- Pot holes
- Dog fouling